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December 8, 2017

County Clerk/Registrar of Voters (CC/ROV) Memorandum #17131

TO: All County Clerks/Registrars of Voters

FROM: /s/ Catherine Ingram-Kelly
VoteCal Program Manager

RE: VoteCal: Department of Motor Vehicles Change of Address (DMV COA)
Guidance Document, December 8, 2017

The Secretary of State (SOS) has updated the "Guidance: Department of Motor Vehicles Change of Address" (DMV COA) document to clarify the process and describe the new functionality that was implemented with the VoteCal September 2017 release. Listed below are the DMV COA features introduced in the September release:

- A county can now use their Election Management System (EMS) to have VoteCal transfer/forward a specific DMV COA match record to another county.
- DMV COA Out of State messages will be sent to the county where the matched voter registration record resides as opposed to the county DMV indicates. The "county" field of the voter registration record in VoteCal will be used to determine the county to send a DMV COA Out of State EMS message.
- VoteCal can now process a mailing address from DMV where the state is not in the standard list. VoteCal will forward that information as a free form text to the county and the associated address will be displayed by the EMS in order to process the record.

Please take the time to review this guidance document to assist you with working the DMV COA messages.

If you have any questions or need clarification regarding this CCROV or other VoteCal matters, please contact the VoteCal Help Desk at 888-868-3225 or via email at VoteCalHelp@sos.ca.gov.

Attachment



Guidance: Department of Motor Vehicles Change of Address

Issuance Date: September 6, 2016

Revision Date: December 8, 2017

Page 1 of 7

Beginning in January 2016, the Department of Motor Vehicles Change of Address (DMV COA) matches are processed in VoteCal and received by the local county Election Management Systems (EMS) as potential matches.

The DMV COA functionality includes:

1. EMS messages:
 - Potential DMV COA Match to Voter
 - Requires a match determination response from the county
 - Potential DMV COA Match to Voter for Confidential Voter
 - Requires a match determination response from the county
 - DMV COA Non-Match
 - Message is informational - SOS will send a county-specific voter registration card (VRC) to each motorist
 - DMV COA Transactions Since Match
 - Message alerts the county that VoteCal cannot un-match a DMV COA record:
 - When it is outside of the 24 hours (see #2 below) or
 - Changes have occurred on the voter record beyond what is allowed after the 24 hour period
 - If one of the situations occur above, a county user must manually un-match the DMV COA
 - See DMV COA Un-match in table below for allowed transactions outside the initial 24 hour period
2. A 24 hour change period for un-matching a DMV COA match determination which starts immediately from the time a county responds to the DMV COA match message:
 - A county may make multiple changes to an incoming DMV COA voter record within the 24 hour period. The 24 hour change period starts immediately from county responding to DMV COA match message.
 - If the county determines the record was incorrectly matched, they select the correct function in their EMS and then VoteCal will un-match the record within the 24 hour period.
 - After the 24 hour period, the county is allowed only one change for those fields listed in Table 1, #10, DMV COA Un-Match.
 - For a list of examples of the transactions/fields that, if modified after the 24 hour period, prevent a DMV COA un-match from occurring, see Table 1, #12, Fields that will Prevent a DMV COA Un-Match from Occurring.

For all other DMV COA un-match requests the county will need to review the voter transaction logs, determine what information was updated when the match determination was made, and manually change the voter registration information back to the values prior to the DMV COA match determination.

Table 1: DMV COA Activities provides details on DMV COA activities. Some of the steps in the county process column may be automated by the local county EMS, such as assigning a precinct and standardizing addresses.



Guidance: Department of Motor Vehicles Change of Address

Issuance Date: September 6, 2016

Revision Date: December 8, 2017

Page 2 of 7

Table 1: DMV COA Activities

ACTIVITY	PROCESS
1. VoteCal Processes DMV COA Records	<ul style="list-style-type: none">• VoteCal receives voter residential and mailing address change data from the DMV daily.• Based on the matching criteria, VoteCal sends a message to the county as determined by DMV COA new address with a list of one or more potential voter matches. <p>The EMS messages are: "Potential DMV COA Match to Voter" or "Potential DMV COA Match to Voter for Confidential Voter."</p>
2. DMV COA Potential Match Determination is NOT a Match	<p>VoteCal sends potential match message to the new county with a list of potential voter matches. The message includes the matching criteria, match score, voter's full name, new DMV COA address, date of birth, California Driver's License or Identification (CA DL/ID), current date of registration, and potential counties involved.</p> <p>County:</p> <ol style="list-style-type: none">1. Receives Potential DMV COA Match to Voter or Potential DMV COA Match to Voter for Confidential Voter.2. Compares the voter record(s) to the DMV COA record.3. Determines that the DMV COA transaction does not match the voter record(s).4. Marks the record as not a match. <p>VoteCal:</p> <ol style="list-style-type: none">1. Records the "Not a Match" determination in the voter activity log.2. Adds record to the DMV COA non-match process.
3. DMV COA Potential Match Determination is a Match BUT Ignores Address Change	<p>VoteCal sends potential match message to the new county with a list of potential voter matches. The message includes the matching criteria, match score, voter's full name, new DMV COA address, date of birth, CA DL/ID, current date of registration, and potential counties involved.</p> <p>County:</p> <ol style="list-style-type: none">1. Receives Potential DMV COA Match to Voter or Potential DMV COA Match to Voter for Confidential Voter.2. Compares the voter record(s) to the DMV COA record.3. Determines that the DMV COA transaction does match the voter record(s), however there is a more recent address change since match effective date.4. Marks the record as a match.5. Selects "Ignore" the DMV COA address change. <p>VoteCal:</p> <ol style="list-style-type: none">1. Records the "Match" determination in the voter activity log.
4. DMV COA Potential Match Determination is an In-County Match	<p>VoteCal sends a potential match message to the county with a list of potential voter matches. The message includes the matching criteria, match score, voter's full name, new DMV COA address, date of birth, CA DL/ID, and current date of registration.</p> <p>County:</p>



Guidance: Department of Motor Vehicles Change of Address

Issuance Date: September 6, 2016

Revision Date: December 8, 2017

Page 3 of 7

ACTIVITY	PROCESS
	<ol style="list-style-type: none">1. Receives Potential DMV COA Match to Voter or Potential DMV COA Match to Voter for Confidential Voter.2. Verifies that the potential new DMV COA transaction matches an existing voter registration record in the county.3. Confirms there are no subsequent changes on the voter record that would invalidate this address changes (such as a more recent address change on the voter record).4. Marks the record as a match, applies, and standardizes/precincts the address.5. If there is more than one potential match, marks the other voter records as not matches, as applicable. <p><u>VoteCal:</u></p> <ol style="list-style-type: none">1. Receives a message from the county confirming the voter registration record matches the DMV COA transaction.2. Updates voter's:<ol style="list-style-type: none">a. Address as standardized by countyb. Precinctc. Registration Date: DMV COA Effective Dated. Registration Source: Department of Motor Vehiclese. Registration Form Type: Change of Address Notificationf. Registration Delivery Method: DMV COA3. Sends voter moved message to the county.
<p>5. DMV COA Potential Match Determination Moves Voter from Another County</p>	<p>VoteCal sends a potential match message to the new county with a list of potential matches. The message includes the matching criteria, match score, voter's full name, new DMV COA address, date of birth, CA DL/ID, current date of registration, and counties involved.</p> <p><u>County:</u></p> <ol style="list-style-type: none">1. Verifies the potential new DMV COA transaction matches an existing voter record and the voter is moving into the county.2. Marks the record as a match, applies, and standardizes/precincts the address.3. If there is more than one potential match, marks the other voter records as not matches, as applicable. <p><u>VoteCal:</u></p> <ol style="list-style-type: none">1. Receives a message from the county confirming the voter registration record matches the DMV COA transaction.2. Updates voter's:<ol style="list-style-type: none">a. Address as standardized by county moving voter to new countyb. Precinctc. Registration Date: DMV COA Effective Dated. Registration Source: Department of Motor Vehiclese. Registration Form Type: Change of Address Notificationf. Registration Delivery Method: DMV COA3. Sends voter moved (moved in) message to the receiving county. County EMS process adds voter to local EMS database.4. Sends voter moved (move out) message to the original county. County EMS cancels their local EMS voter record setting



Guidance: Department of Motor Vehicles Change of Address

Issuance Date: September 6, 2016

Revision Date: December 8, 2017

Page 4 of 7

ACTIVITY	PROCESS
	cancellation date to the DMV COA Effective Date.
6. DMV COA Potential Match Determination for an Out of State Address	<p>VoteCal sends a potential match message to the county of the voter in VoteCal. Every voter record that is matched in VoteCal to the DMV COA record will be sent its own message per voter to the county of the voter. The message includes the matching criteria, match score, voter's full name, new DMV COA address, date of birth, CA DL/ID, current date of registration, and counties involved.</p> <p>County:</p> <ol style="list-style-type: none">1. Verifies that the new DMV COA record matches an existing voter record.2. Marks the record as a match. <p>VoteCal:</p> <ol style="list-style-type: none">1. Receives a message from the county confirming the voter registration record matches the DMV COA transaction.2. Updates the status of the voter to "Cancelled" with the status reason of "DMV COA – Move Out of State."3. Sets the effective date of the status change to the date the DMV COA file is provided by the DMV.4. Sends a message to the county to cancel the voter.
7. DMV COA State Does Not Match VoteCal Standard State List	<p>DMV occasionally sends DMV COA mailing addresses where the "state" is not on the VoteCal standard state list (such as "Other Foreign Countries" or "Mexico"). When VoteCal receives a mailing address from DMV where the state is not on the standard list, VoteCal will forward that information as a free form text to the county in order to update the address and process the record.</p>
8. DMV COA Misdirected Messages	<p>DMV COA messages that are sent by VoteCal to the incorrect county can be redirected by the county to a different county.</p> <p>County:</p> <ol style="list-style-type: none">1. Identifies that the DMV COA potential match message contains a new address that is not in their county.2. Marks record as "not in my county."3. Selects the "send-to" county or leaves the "send-to" county blank. <p>VoteCal:</p> <ol style="list-style-type: none">1. Receives a message from the county specifying that the DMV COA potential match message is not in their county.2. Redirects the potential match message based on the "send-to" county information provided.3. If the "send-to" county is blank, VoteCal will utilize AccuMail to determine the appropriate county to the send the message.4. If AccuMail cannot determine the county to send the DMV COA message, VoteCal will mark the record as a DMV COA Non-Match.



Guidance: Department of Motor Vehicles Change of Address

Issuance Date: September 6, 2016

Revision Date: December 8, 2017

Page 5 of 7

ACTIVITY	PROCESS
9. DMV COA Non-Match	<p>When a DMV COA transaction cannot be matched to a voter in the VoteCal database, VoteCal sends an informational DMV COA Non-Match message to the appropriate county. SOS mails Voter Registration Cards (VRCs), otherwise known as verification mailings for the county. The SOS runs the DMV COA non-match extract twice a month and sends the file to the Office of State Publishing to mail a county-specific VRC to the motorist.</p>
10. DMV COA Un-Match	<p>If a county concludes that a DMV COA match determination was made in error, the match can be un-done by either the receiving county that made the match decision or the county where the voter used to reside within 24 hours of making the match determination.</p> <p>After 24 hours, VoteCal will only perform the un-match automatically if only one change has occurred for each of the transactions listed below. Otherwise, if any additional changes were made, the user must manually roll back the DMV COA changes to the prior values.</p> <p>Allowed transactions for DMV COA un-match <i>outside</i> the initial 24 hour period are as follows:</p> <ul style="list-style-type: none">• EMS Voter ID• Registration Effective Date• Status Change Date• Voter Status• Registration Method• Precinct• Residence Address• Local Status Reason• Voter Status Reason• CDL State ID• Mailing Address• HAVA ID <p>Note: VoteCal only allows one change for each transaction in the list above. If more than one change is made, VoteCal will generate the “DMV COA Transactions Since Match” message.</p> <p><u>County:</u></p> <ol style="list-style-type: none">1. Requests VoteCal un-match the DMV COA record from the voter record in the EMS. <p><u>VoteCal:</u></p> <ol style="list-style-type: none">1. Marks the DMV COA record as a non-match.2. Rolls back the following values to the pre-DMV COA match values:<ul style="list-style-type: none">• EMS Voter ID• County• Registration Date• Status Change Date• Voter Status• Registration Method• Registration Source• Registration Form Type



Guidance: Department of Motor Vehicles Change of Address

Issuance Date: September 6, 2016

Revision Date: December 8, 2017

Page 6 of 7

ACTIVITY	PROCESS
	<ul style="list-style-type: none">• Precinct• Residence Address• Local Status Change Reason• Voter Status Reason• CDL/State ID• Mailing Address <p>See below “DMV COA Transactions Since Match” for scenarios where an un-match cannot be immediately completed by VoteCal due to activity on the record.</p>
11. DMV COA Transactions Since Match Message	<p>If activities, other than the transactions listed in the DMV COA un-match above, occurred on a voter record after the DMV COA match determination 24 hour change period, and the county performs an un-match, VoteCal will not roll back the DMV COA match transaction, they will have to manually make the change.</p> <p><u>VoteCal:</u></p> <ol style="list-style-type: none">1. Sends the message “DMV COA Transactions Since Match” to the county. (Note: If the DMV COA match determination moved the voter to a new county, VoteCal sends the message to both counties involved). <p>The activities that prevent an un-match are listed below in this table.</p> <p>Counties will need to manually update the voter record and return the voter registration record back to the state it was in prior to the DMV COA match.</p> <p><u>County:</u></p> <ol style="list-style-type: none">1. Verifies the match is incorrect.2. Reviews the voter activity transactions that occurred after the match determination.3. Updates the voter’s address to his/her previous residence. (Note: If the voter should not have been moved, the original county must update the address so the voter is moved back to the original county).4. Updates the Registration Date, Registration Source, Registration Form Type and Registration Delivery Method back to the values prior to the match determination.5. Updates any other transactions that should not have occurred in the voter record after the match, such as a name change, language preference, birthdate, etc. <p>SOS recommends adding comments to the voter registration record documenting the erroneous un-match and the reason for the changes.</p>



Guidance: Department of Motor Vehicles Change of Address

Issuance Date: September 6, 2016

Revision Date: December 8, 2017

Page 7 of 7

ACTIVITY	PROCESS
12. Fields that will Prevent a DMV COA Un-Match from Occurring	<p>The following list includes the transactions/fields that, if modified after the 24 hour change period following a DMV COA Match, prevent a system executed DMV COA un-match from occurring:</p> <ul style="list-style-type: none">• Voter Signature• Affidavit Image• Correspondence Image• Voter ID• First Name• Last Name• Middle Name• Birthdate• Gender• SSN4• County• Political Party• VBM Voter Type• Confidential Voter• HAVA ID Required• Language Preference• VIG Opt Out• Birth Place• VBM Applications• DMV COA Match• DMV COA Match Validity• Un-match DMV COA record• Deceased Match• Deceased Match Validity• Un-match Deceased Record• Felon Match• Felon Match Validity• Un-match Felon Record• Duplicate Voter Match• Merge Voter• Duplicate Voter Match Validity• Unmerge Voter• NCOA Record Match• NCOA Record Match Validity• County Archive Voter• NCOA Record Match Forwarded

VoteCal Contact Information:

For questions or to report issues, contact the SOS VoteCal Help Desk at 888-868-3225 or via email at VoteCalHelp@sos.ca.gov.